

*NEN provides information about the reduction of costs for maintenance software:*

## How do I get a grip on the technical quality of software?

**Delft – On Monday 11 May 2009 NEN, the centre of normalisation, and the Software Improvement Group will offer information about standards that make it possible to get a grip on the technical quality of software. By having a grip on the technical quality, the total costs for maintenance of large software portfolios can be reduced structurally. As a result it is possible to deal with quality, which currently is the closing entry. Certification of software will be developed further in cooperation with interest parties.**

Most attention in the media on software quality is focused on security, holes, leaks, viruses etc., and hardly ever on the greatly increasing operating costs for management and maintenance. As long as people continue to primarily focus on functionality and the delivery date, not enough attention will be paid to the technical quality. In order to get a grip on the technical quality and maintenance costs, there should be a greater focus on the legal embedding of the technical quality of software to be delivered.

Traditionally there has been a lot of focus in the software technology branch on the process of software development and implementations of methodologies such as Princlle II, CMMI and Agile. However: the delivered software product has to survive in time after the 'project' or after the 'processes'. The final owner will be responsible for the product and for funding this maintenance. In the total life cycle of software and applications about 80% of the Total Cost of Ownership (TCO) concern the operating phase. The technical quality of the software product is a decisive factor in this debit entry. Maintaining poor technical quality software is many times more expensive than maintaining software with a good technical quality. Within the work programme of the standard committee NC 381007 'Software and systems engineering' the development of a standard handbook and certification of the technical quality of software are mentioned as first subjects.

The aim of this afternoon is to provide information to IT decision-makers about the possibilities of how the TCO can be reduced by assessing the technical quality of software in an objective way. We in particular expect to see Owners of Software, Information Managers and IT Service Managers on this information afternoon. The costs for participation are € 50.00 (excl. VAT).

### **Information and participation**

Information about the information afternoon: Ton van Bergeijk, consultant IT & Telecom, tel. 015-2690126, [ton.vanbergeijk@nen.nl](mailto:ton.vanbergeijk@nen.nl) For participating in the information day please contact Paul van Rijssinge, 015-2690200, [paul.vanrijsinge@nen.nl](mailto:paul.vanrijsinge@nen.nl).